

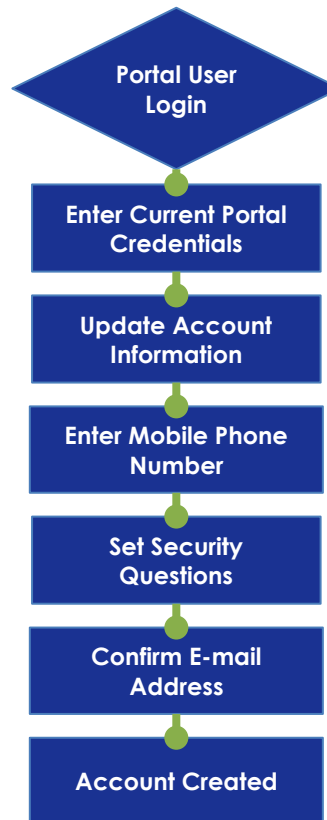
BenefitsCal | Quick Guide: Login with a Converted Account

Purpose

The purpose of the BenefitsCal Quick Guide is to provide instructions to help current portal customers to create a new account in BenefitsCal.

There are advantages to having an account, such as having access to view case information, checking benefit balances, uploading documents, opting in/out of email and text message notifications and more.

High-Level Process Flows



FAQs

Q: I have an account from an old California Benefits website (Your Benefits Now, MyBenefits CalWIN, or C4Yourself). Do I have to create a new account?

A: No, but you will need to update your account with your email address, create a new password and select and answer security questions.

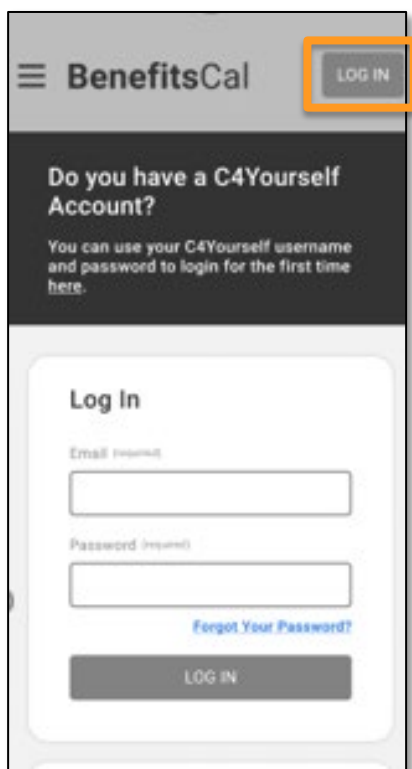
Q: Is creating an account the same as applying?

A: No. Creating an account is not applying. After creating an account, log in and click My Applications tab to apply.

Q: Can I have more than one account?

A: Yes, the client can link all cases where they are the primary applicant. You can only have one account for your email address.

1



BenefitsCal

LOG IN

Do you have a C4Yourself Account?

You can use your C4Yourself username and password to login for the first time here.

Log In

Email (required)

Password (required)

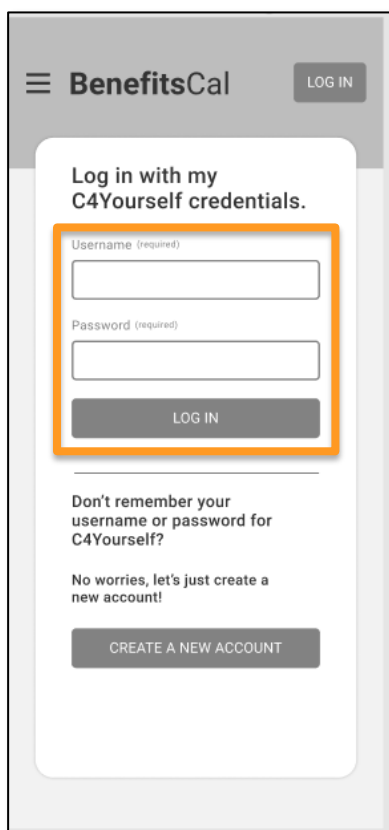
[Forgot Your Password?](#)

LOG IN

Portal User Login

Click the **Log In** button. **New screen coming!**

2



BenefitsCal

LOG IN

Log in with my C4Yourself credentials.

Username (required)

Password (required)

LOG IN

Don't remember your username or password for C4Yourself?

No worries, let's just create a new account!

CREATE A NEW ACCOUNT

Enter Current Portal Credentials

Enter current credentials (from C4Y, YBN, or MyBCW) in the Username and Password fields and click the **LOG IN** button.



If C4Y, YBN, or MyBCW customers forget their login information, they can click on the **CREATE A NEW ACCOUNT** button.

3

Update Account Information

Next, BenefitsCal will guide the user through a process to populate missing account information.

Enter the following fields: **First Name**, **Last Name**, **Email**, and **Password**. The password must be eight (8) or more characters and must include at least one (1) of each of the following:

- ✓ Number
- ✓ Letter
- ✓ Special character (%\$#)



If the passwords entered do not match, the system will display an error message.

4

Enter Mobile Phone Number

Enter a **Mobile Phone** number. This is an optional field.



With a mobile phone number, the customer can receive text message notifications and codes to recover their account.

Click the checkbox to provide consent to receive text messages if a mobile number is entered.



Consent is required if a mobile phone is entered.

Click the second checkbox acknowledging the **Terms and Conditions**.



If the checkbox is not clicked, a message will display at the top stating **"Please click this checkbox"** Consent is required.

Click the **NEXT** button.

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BenefitsCal LOG IN

Now, let's set up a few questions in case you forget your password.

First Security Question *(required)*

- Select One -

Answer *(required)*

Only include letters and numbers.

Second Security Question *(required)*

- Select One -

Answer *(required)*

Only include letters and numbers.

Third Security Question *(required)*

- Select One -

Answer *(required)*

Only include letters and numbers.

< UPDATE ACCOUNT

Set Security Questions

Choose and answer three (3) **Security Questions** to set up your account.

Click the **UPDATE ACCOUNT** button.



The answers to the security questions cannot be the same: each question needs a unique answer.



The answers to the security questions must include only letters and numbers, no special characters (%\$#).

6

BenefitsCal 12

A code is on its way to verify your email.

Enter the six-digit code sent to j*****e@gmail.com.

Verification Code *(required)*

This code expires in 15 minutes.

[Didn't get a code? Try again.](#)

< SUBMIT

Verify Email Address

Next, the BenefitsCal system will send an email with a verification code, to complete the new account setup.

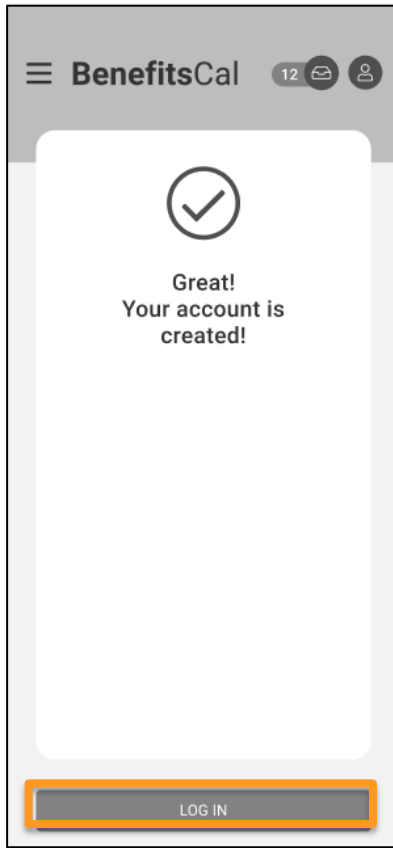
Enter the code provided via email to confirm the account.

Click the **SUBMIT** button.



If the verification code is not correct, an error the message displays "**Please enter a valid code.**"

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Account Created

Once the verification code is entered correctly your BenefitsCal account is created and ready for login!

Next, login to BenefitsCal with your new credentials.